

**Massachusetts Department of Public Health**  
**Office of Patient Protection**

**Summary of Cases Received  
By Health Plan  
January 2001 – December 2001**

<b>Blue Cross &amp; Blue Shield*</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 13</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan</b>	<b>Upheld</b>	<b>Overturned</b>	<b>Partially</b>
<b>January - December 2001</b>				<b>did not meet</b>			<b>Overturned</b>
				<b>Time Frame</b>			
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	3				3		
Infertility Care							
Inpatient	1				1		
Behavioral Health	7	1	1	1	3	1	
Outpatient							
Pharmacy							
Rehab Services	1		1				
<b>Totals</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>	

\* includes Blue Cross & Blue Shield of Massachusetts and HMO Blue

<b>Cigna Health Care of Massachusetts</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 7</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan</b>	<b>Upheld</b>	<b>Overtured</b>	<b>Partially</b>
<b>January - December 2001</b>				<b>did not meet</b>			<b>Overtured</b>
				<b>Time Frame</b>			
Cosmetic/Reconstructive	1				1		
Dental							
Diagnostic Services	1				1		
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1	1					
Infertility Care							
Inpatient	1			1			
Behavioral Health	3	1	1		1		
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		

Fallon Community Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 8	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2001				did not meet			Overtured
				Time Frame			
Cosmetic/Reconstructive	1				1		
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care	2	1	1				
Excluded Services							
Experimental	1			1			
Infertility Care							
Inpatient	2	1			1		
Behavioral Health							
Outpatient							
Pharmacy	1		1				
Rehab Services							
<b>Totals</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>		

<b>Guardian Life Insurance Company of America</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 3</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan did not meet Time Frame</b>	<b>Upheld</b>	<b>Overtured</b>	<b>Partially Overtured</b>
<b>January - December 2001</b>							
Cosmetic/Reconstructive							
Dental	1				1		
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Behavioral Health							
Outpatient	1				1		
Pharmacy							
Rehab Services	1				1		
<b>Totals</b>	<b>3</b>				<b>3</b>		

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 13	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2001				did not meet			Overtured
				Time Frame			
Cosmetic/Reconstructive	1				1		
Dental	1	1					
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1					1	
Behavioral Health	6	2	1		3		
Outpatient	2	1			1		
Pharmacy							
Rehab Services	2	1	1				
<b>Totals</b>	<b>13</b>	<b>5</b>	<b>2</b>		<b>5</b>	<b>1</b>	

Health New England		Did not go to External Review			External Review Decisions		
Total Cases: 8	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2001				did not meet			Overtured
				Time Frame			
Cosmetic/Reconstructive	1				1		
Dental	2	1				1	
Diagnostic Services	1		1				
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1		1				
Behavioral Health	2		1				1
Outpatient	1	1					
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>8</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>

Neighborhood Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2001				did not meet			Overtured
				Time Frame			
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1				1		
Infertility Care							
Inpatient							
Behavioral Health							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>				<b>1</b>		

New England Financial		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2001				did not meet			Overturned
				Time Frame			
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Behavioral Health	1		1				
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>1</b>		<b>1</b>				



One Health Plan of Massachusetts		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2001							
Cosmetic/Reconstructive	1				1		
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1				1		
Infertility Care							
Inpatient							
Behavioral Health							
Outpatient							
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>2</b>				<b>2</b>		

<b>Tufts Health Plan</b>		<b>Did not go to External Review</b>			<b>External Review Decisions</b>		
<b>Total Cases: 76</b>	<b>Received</b>	<b>Ineligible</b>	<b>Resolved</b>	<b>Health Plan</b>	<b>Upheld</b>	<b>Overturned</b>	<b>Partially</b>
<b>January - December 2001</b>				<b>did not meet</b>			<b>Overturned</b>
				<b>Time Frame</b>			
Cosmetic/Reconstructive	16				13	3	
Dental	5	3			2		
Diagnostic Services	3		2		1		
Durable Medical Equipment	8	2	1		4	1	
Emergency Care							
Excluded Services	2	2					
Experimental	8				4	3	1
Infertility Care							
Inpatient							
Behavioral Health	16		2		8	5	1
Outpatient							
Pharmacy	7		1		4	2	
Rehab Services	11	1			8	1	1
<b>Totals</b>	<b>76</b>	<b>8</b>	<b>6</b>		<b>44</b>	<b>15</b>	<b>3</b>

United Health Care of New England		Did not go to External Review			External Review Decisions		
Total Cases: 4	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2001				did not meet			Overtured
				Time Frame			
Cosmetic/Reconstructive	1	1					
Dental	1				1		
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1	1					
Infertility Care							
Inpatient							
Behavioral Health							
Outpatient	1		1				
Pharmacy							
Rehab Services							
<b>Totals</b>	<b>4</b>	<b>2</b>	<b>1</b>		<b>1</b>		